

Safer working environment and operations at Chassé Hotel & Grand Café.

**Organization:**

Chassé Hotel & Grand
Café

Location:

Amsterdam, Netherlands

Industry segment:

Hotels/Tourism/
Restaurants

Application:

Safety and security,
operations

Mission

The diverse and cozy city of Amsterdam has always attracted tourists. Its growing number of visitors presents both opportunities and challenges for the manager of Chassé Hotel & Grand Café. One key challenge is ensuring safety and security for visitors. And despite running a tight operation of several facilities, the manager was set on continuing to deliver top notch customer service.

Solution

The Chassé operations decided on the IP-based AXIS Companion video surveillance system. A total of eight cameras – placed both indoors and outdoors – give an operational overview of the diverse operations. The manager can view both live and recorded video on a PC or mobile phone.

Result

AXIS Companion system has proven to deliver clear, timely images that even impress the local police whenever they are involved in handling incidents. It also allows the manager of Chassé to monitor all operations and deliver high levels of customer satisfaction.

“It is important that someone is watching or that agreements are met. I definitely do not like my big brother as a big brother, but I check on different moments to make sure everything goes as it should.”

Andrew Hakse, General Manager, Chassé Hotel.

Andrew Hakse is the General Manager of the Chassé Hotel, Chassé Grand Café and its adjacent Dance Studios, all of which are located in a former church building in the heart of Amsterdam. The beautiful old church was empty for a long time, but the attractiveness of the building and its unique location was recognized by a project developer who immediately saw potential for a dance school in the area. As the number of tourists staying in Amsterdam continues to grow, he also incorporated the impressive hotel some time later into the same building. After meeting with the project developer, Mr Balkissoon, Hakse became enthusiastic about the project and saw an opportunity to fulfill his desire to enter the hospitality industry. Hakse, who had worked in the banking industry for many years, wanted the business to place customer service first and ensure an optimal customer experience.

The start

“A couple of years ago, the area in which the hotel and the dance school are built was fairly impoverished and there was a relatively high amount of crime,” said Hakse, who is responsible for the overall business of the dance school, hotel and grand café. “Fortunately, the area is much better today. There are more shops and restaurants now and people like to live here. As for the opening of the dance school, about four years ago we were faced with many visitors. The start of the Chassé Hotel, beginning in 2017, increased publicity. That was of course great! However, it also caused us to think about the safety of our guests and our buildings. In addition, though I can physically only be in one site area at a time, I want to be able to always see what is happening in other site areas at any time.”

Discipline

Hakse has set clear routines for how his staff manages its business operations. This applies to everything from opening hours to setting up the terrace, to the night porter's dress code, the keeping of the greenhouse and how to interact with customers.

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Hakse says: “We want to offer our guests a special experience where satisfaction is the most important driving force. This is sometimes about ensuring the smallest of details. That is why it is important that someone is able to watch the details and see that agreements are being met. I definitely am not a big brother; I check in at different moments to make sure that everything happens that should be happening.

“With the installed camera system,” continued Hakse, “I can check at any time of the day whether it is busy and ensure that staff are deployed where needed. By logging onto an app with my smartphone, I can watch what's happening at any time of the day and from anywhere. An additional advantage is that a camera can easily be added if I consider it necessary without the entire system being modified.”

A valuable investment

“Recently there was an incident on the terrace that was investigated by the police. The images from the cameras are also so sharp that even the police were amazed at the quality when they asked for help in solving a case. On my smartphone there is an app in which the eight cameras' live images are neatly connected. I think that is very important. I want quick and easy access to live video images so I can take immediate action when needed. If I see that the terrace is not closed at 22:00, for example, or if staff are not dressed according to our rules. We also use the images to minimize any cash differences and optimize internal processes. The nice thing about the system is that the wireless (WiFi) cameras offer so good picture quality that I do not notice any difference. I recommend every entrepreneur who wants simplicity, high quality images and live video to use this solution to optimize his work. This is a text book example of an investment that might initially be a bit higher, but quickly pays back!”



AXIS Companion



Solution in focus

The video surveillance solution at Chassé consists of:

- > AXIS Companion PC client
- > AXIS Companion mobile app
- > 3x AXIS Companion Dome V
- > 1x AXIS Companion Cube LW
- > 2x AXIS Companion Bullet LE
- > 2x AXIS Companion Cube L
- > 1x AXIS Companion Recorder 8CH 4TB

